

## SECTION 3: LIBRARY STOCKING UNIT (LSU)

### Becoming a Library Stocking Unit (LSU)

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#### Overview

A Library Stocking Unit (LSU) is a unit authorized by the CGI to maintain a library of EOCT's for use by their personnel. These EOCT's are not specifically assigned to any member at the unit.

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#### Request to be a Library Stocking Unit

A unit wanting to become a LSU must submit a TACCTS ticket or an e-mail request to CGI-PF-NRT\_ESO\_Emails@uscg.mil. The TACCTS ticket or e-mail request must include:

- Unit name and address
- Unit OPFAC and any other OPFACs under that unit that the ESO will be administering EOCT too.
- ESO's name and phone number
- If unit is a ship - anticipated date of deployment.
- If a shore unit, then date EOCT library will begin.

The CGI will take the necessary action for the unit to become a LSU. The CGI will send the ESO of the unit a packet containing:

- A memorandum of understanding (MOU) between the CGI and the unit. The ESO must sign the MOU and return to the CGI (keeping a copy for the unit). The unit must retain this MOU until the LSU status is disestablished.
  - A survey to be filled out by the ESO. This survey is the information needed for the ESO's TACCTS account. It also list the EOCT the unit is requesting to keep in the library.
  - Both the signed MOU and survey must be returned to the CGI NRT Dept by:
    - NRT fax number - 405-954-3684
    - The survey can be requested electronically by email and returned to the NRT Dept. by email.
  - If you haven't already faxed your ESO Designation letter to the NRT Department, send it with the MOU and survey. (A sample ESO Designation letter is located in Section 1 of this manual Figure 1-1)
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<b>Library Stocking Unit Course Content</b>	Courses being requested should be limited to those that are applicable to the unit. To review all current courses and EOCT offered by the CGI, see Education Services Officer Procedures Guide, Volume II (List of Correspondence Courses), published by the CGI.
<b>Classified Material</b>	Classified course material will normally not be included or authorized for a LSU. Request for a classified library may be warranted under extenuating circumstances, but the request must be approved through the CGI, on a case by case basis. <i>See Section 3, Ordering Course Material, Classified Material.</i>
<b>Action taken by CGI once MOU and Survey is received</b>	<p>The CGI will take the following action upon receipt of the MOU and Survey.</p> <ul style="list-style-type: none"><li>• A TACCTS account will be set up for new ESO's and/or</li><li>• Requested EOCT will be added to LSU Inventory in TACCTS.</li><li>• Requested EOCT will be mailed to the unit within 3 business days.</li></ul>
<b>Action Upon Receipt of EOCT</b>	<p>Take the following action upon receipt of initial EOCT library from the CGI:</p> <ul style="list-style-type: none"><li>• Ensure all requested materials are received from CGI.</li><li>• Acknowledging receipt by logging into TACCTS and verifying the EOCT received to the EOCT inventory listed in TACCTS.</li><li>• If all requested material was not received, or the EOCT inventory listed in TACCTS is not accurate, submit an "issue ticket" through TACCTS. <i>[For Procedures on how to submit an issue through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]</i></li><li>• Mark "DIS" on all unclassified Non-library EOCT and return to the CGI. (this includes all the individual test that were held at the unit, prior to its library status)</li></ul>

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### **Safeguarding EOCT**

The following rules apply for safeguarding EOCTs:

- If applicable, store Classified EOCT material in accordance with existing security regulations in a GSA approved safe.
  - Unclassified EOCT material should be stored in a safe. Locked filing cabinets/desks are discouraged for storage of EOCT material. However, if it's necessary to store EOCT material in a locked filing cabinet/desk, the ESO must use extreme caution and always be very aware of possible tampering of EOCT material. All attempts should be made to store EOCT in a safe.
  - Do not store an unclassified EOCT in a container to which anyone other than the ESO/Alternate ESO/OIC/Commanding Officer may have access.
  - Restrict all personnel (not specifically authorized) from accessing safes, locked cabinets or locked desks containing EOCT.
  - Unauthorized possession of any EOCT is punishable under articles 92 and 134, Uniform Code of Military Justice, letters of warning for civilian personal.
  - No examinee may have access to any End-of-Course test.
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## Ordering Course Material/Training Videos

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### **ACGI-2100 Online Ordering Form**

Course material for LSU personnel must be ordered via the ACGI-2100 Online Ordering Form indicating "Course Materials Only". The ACGI-2100 Course Enrollment Online Form can only be accessed through TACCTS. *[For Procedures on how access the ACGI-2100 form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

Do not enroll any member of the unit in a course or EOCT when using the ACGI-2100 Smart Form. "Course Material Only" should be used. The address section for the course material on the ACGI-2100 Online Ordering Form can be modified for Active Duty, Auxiliarist, Reservist and Civilian to send to their home address, if needed or any address desired for that member. Otherwise, the material ordered will go directly to the member's unit. The online enrollment form automatically sends an email to the ESO/member when the course material is ordered through the form. The form allows the ESO to change the e-mail addresses on the enrollment form, but should always ensure theirs and the members business e-mail addresses are updated in Direct Access.

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### **Classified Material**

Classified course material is the unit ESO's responsibility and must be secured in a GSA approved safe. While not mandatory, it is recommended it be entered into the unit's Classified Material Control system via the CMCO (Classified Materials Control Officer) to restrict access and lessen the chance of compromise. Classified material cannot be ordered using the ACGI-2100 Course Enrollment Online Form. Classified material can only be ordered by e-mail to CGI-PF-NRT\_ESO\_Emails@uscg.mil *[See ALCOAST 4509-05]*. Classified course materials must not be issued on sub-custody unless the member is aware of the requirements for handling classified material and has access to a GSA approved storage container.

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## Ordering Course Material/Training Videos (Continued)

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**Training Videos**     The CGI stocks training DVDs that can be ordered only by the ESOs. These DVD's are expendable items and may be ordered individually via the ACGI-2100 Online Form. The 2100 online order form can only be accessed through TACCTS. The CGI will send the DVD(s) to the address entered by the ESO. *[For Procedures on how to access and correctly fill out the ACGI-2100 Online Form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

The training DVD's offered by the CGI are listed on the CGI's website at [http://www.uscg.mil/hq/cgi/cgi/nrt/training\\_videos.asp](http://www.uscg.mil/hq/cgi/cgi/nrt/training_videos.asp).

The time length of these DVD's varies from 10 to 120 minutes per topic. The ESO should preview the contents for applicability prior to showing the DVD at the unit. These DVD's should be incorporated as a supplement to the unit's overall training program.

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## Managing LSU Inventories

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### Monthly Inventory Audits

LSU's will perform a monthly inventory by the 5th of each month for the previous month. The LSU will review all EOCT(s) that are at the Unit and compare to the CGI inventory for that unit in TACCTS. All discrepancies must be reported through TACCTS. *[For Procedures on how complete monthly inventory through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

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### Adding test to LSU Inventory

LSU's needing to add an EOCT to their library should request the test through TACCTS using the "Add Issue" option. *[For Procedures on how to create an issue ticket through TACCTS, see SOP for TACCTS under the help link on the NRT TACCTS home page.]*

All EOCTs offered by the CGI are listed in the EOCT Course Information spreadsheet posted on the CGI's website at <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf> or in CG Central within the Learning Tab under CGI, and in the ESO Procedures Guide Vol II. ESOs must be familiarized with all active/obsolete EOCTs list in the EOCT Course Information spreadsheet.

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### **EOCT Audit**

A unit-level EOCT accountability audit is required upon the disestablishment of the LSU. Upon disestablishment the ESO of the unit will:

- Create a TACCTS ticket announcing the disestablishment to the CGI.
  - Mail the library of EOCT on hand back to the CGI
  - If the unit is becoming a Non-library unit then:
    - Order test for members that are currently enrolled in a course at that unit.
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**Updating LSU  
EOCT  
Inventory** The CGI notifies the ESO's of an obsolete EOCT via an informational bulletin, the CGI's website, and possible TACCTS broadcast message. The CGI forwards new editions of EOCT as applicable. The ESO should continue to administer earlier editions of EOCT until receipt of new editions. Obsolete EOCT's should be destroyed locally on their obsolete date. The member has until the day prior to the obsolete date to take the test. ESO's should verify the EOCT Course Information page on the CGI website listed below. This page shows which courses/EOCT's are on-line and which ones will have recently become obsolete.  
<http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>. The EOCT Course Information page should be verified no less than twice a month, because new test come online and test become obsolete frequently. If a complete course is going obsolete, then the member has until the day prior to the obsolete date to complete the course edition. Otherwise the ESO will need to order the new course edition "Course Material Only" on the ACGI-2100 Online Ordering form.

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**Destruction of  
obsolete  
EOCT** All EOCT that become obsolete should be destroyed locally on the obsolete date. Confirm the obsolete date on the EOCT Information page on the CGI website <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>. Once the obsolete test is destroyed, please report the destruction of the test to the CGI via TACCTS. Also, each ESO must keep a unit destruction log. The EOCT Destruction Log is used to account for all EOCT's that have been destroyed by the ESO locally, by direction of the CGI. Use of an EOCT Destruction Log is mandatory in providing strict internal accountability of all EOCTs that have been destroyed. In the event of an EOCT loss, the Destruction Log could be used as part of the investigation.  
Figure 3-2 is an example of a destruction log that can be printed and used if desired.

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### ACGI-2800 On-Line Answer Sheet Form

The ACGI-2800 Online Answer Sheet is an online electronic version of the paper based CGI-2800 Answer Sheet. This innovation assists ESO's in better time management of their responsibilities and a more expedient response to student test results. This method of taking EOCTs drastically reduces processing errors, delays in the U.S. mail and/or lost exams in the mail, and reduces pen and paper errors. Only LSU's are authorized to use the ACGI-2800 Online Answer Sheet.

Non-Library Units are currently **not** authorized at this time. The ACGI-2800 Online Answer Sheet Form can only be accessed through TACCTS. *[For procedures on how to access the ACGI-2800 Online Answer Sheet through TACCTS see SOP for TACCTS located under the help link on the NRT TACCTS home page]*

**Note:** When the ACGI-2800 Online Answer Sheet is accessed, if bubbles are already selected on the screen (ie. Filled in), scroll to the bottom of the screen and click on "Clear". This will clear all fields.

All LSU's must submit the ACGI-2800 On-Line Answer Sheet Form when an EOCT is administered. This form will automatically enroll the member in the EOCT, score the EOCT, generate course completion/failure letter, and disenroll the member from the course. The ESO and member have two options available:

- **Option #1:** Member is administered the EOCT with paper-based CGI-2800. Upon completion of exam, ESO or member may transfer the member's choices to online ACGI-2800 for electronic transfer to CGI. ESO holds paper-based CGI-2800 in order to ensure exam was scored and posted in Direct Access.
- **Option #2:** Student is allowed to input their answers directly on the ACGI-2800 Online Answer Sheet at the time of EOCT administration.

In lack of connectivity, alternate methods of submission are available by contacting the NRT Department at the CGI.

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## Administering an EOCT at a LSU (Continued)

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### Rotation

An EOCT series consist of three separate test versions (i.e., 51, 52, 53) to allow for a more diversified bank of test questions. It is imperative that a test version rotation be followed.

**Example:** If test version 53 of an EOCT was previously administered to a member, test version 51 or 52 must be utilized as a subsequent examination.

**The last test (form #) taken by the member is displayed in red on the ACGI-2800 Online Answer Sheet.**

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### Retest Policy

To ensure a fair and equitable testing system, a member may not be retested on that EOCT until they meet the 21 day retest policy.

**Example:** A member who did not pass SK1 (test version 51) would not be eligible to take any of the SK1 test versions until 21 days has elapsed from initial test date.

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### Notification of EOCT Results

The ESO and member receive immediate e-mail notification of unofficial EOCT results when the EOCT is submitted on the ACGI-2800 On-Line Answer Sheet Form. ESOs and members must make sure their business e-mail addresses in Direct Access are current.

Official results will be posted in Direct Access one to five days after the EOCT has been submitted via the ACGI-2800 form. Test results are not posted in Direct Access on Fridays, weekends, and holidays.

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## **Administering an EOCT at a LSU (Continued)**

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### **Administering EOCT to Members on TDY**

A LSU is authorized to test members on Temporary Duty (TDY) whose permanent unit is also a LSU as long as the LSU has the test needed for that member. If not, the ESO can order the test needed through TACCTS. LSU should verify member's last EOCT series prior to administration of an EOCT (located on the ACGI-2800 online form).

A LSU is not authorized to test members on TDY whose permanent unit is NOT a library unit. However, a waiver to this can be requested by contacting the NRT Department at the CGI by phone or e-mail.

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## Administering an EOCT at a LSU (Continued)

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### Proctoring Procedures

The general guidelines for proctoring EOCT:

- One proctor per 20 students.
- Supply two #2 pencils and scratch paper to each examinee.
- Maneuvering boards, parallel rulers, log tables, and slide rules are authorized.
- Only non-programmable calculators are authorized but limited to the following functions: addition, subtraction, multiplication, division, percent, square route, decimal point, equals, memory store, memory recall, memory add, memory subtract. **All other calculators or functions are not authorized.**
- Read test instructions found on the inside cover page of the EOCT paying particular attention to timed tests and open/closed book restrictions.
- Proctor must be physically present throughout the EOCT and conduct the exam in accordance with EOCT package instruction.
- EOCT must be completed in one sitting.
- Check all pages of test booklets before and after tests for marks.
- Students taking an open book exam are authorized to use their CGI Correspondence Course material for reference only. Any form of note taking or copying of any portion of the questions is a violation punishable by the Uniform Code of Military Justice (UCMJ)
- Scratch paper must be returned to the test examiner.
- Examinations should be conducted in a quiet area offering as few distractions as possible.
- Enlisted proctors must be senior to the examinee and no proctor may administer an EOCT to family members or relatives.
- No notes or copies of questions or answers shall be made or carried from testing room or used as a study or reference guide.

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## Administering an EOCT at a LSU (Continued)

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### Proctoring Procedures (Cont.)

- For missing pages or illegible portions, the student must first complete the answer sheet to the best of their ability and leave the missing or illegible questions blank.
  - The ESO must return the EOCT with a CG Memo indicating problem.
  - Under no circumstances may an EOCT be administered orally, on the rare occasion when this is necessary, all requests for orally administering EOCTs to members with a medically documented case of a learning disability must be approved by CG 132 thru the CGI. Units must provide medical documentation attesting to the learning disability along with command endorsement. Request must be submitted via CG memo stipulating all facts surrounding circumstances. Once approved, the ESO must use the same tone of voice throughout the administration of the EOCT.
  - Ensure student data is correct in blocks 1-7 of CGI-2800 form and answers are darkened thoroughly. (for transferring from paper to electronic answer sheet) (LSU's only)
  - The designated ESO's and Proctors are ineligible to test on CGI examinations within six months of administering a particular examination or the expiration of their respective appointment. This may be waived in by the Commanding Officer, Coast Guard Institute. EOCT may be administered by an alternate ESO or designated proctor. This should be command scrutinized regarding the Deck Watch Officer Exam and Renewal.
  - An EOCT may not be administered to any individual other than specifically identified on the label affixed to the EOCT.
  - EOCT challenged questions should be emailed using the form provided on the CGI's website.  
[http://www.uscg.mil/hq/cg1/cgi/nrt/eoct\\_challenge.asp](http://www.uscg.mil/hq/cg1/cgi/nrt/eoct_challenge.asp)
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